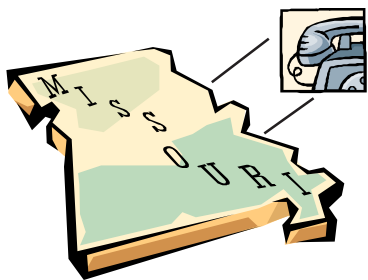


The Missouri Public Service Commission

Informed Consumers, Quality Utility Services, and a Dedicated Organization for Missourians in the 21st Century



RELAY MISSOURI

Relay Missouri is a telecommunications relay service, providing full telephone accessibility to people who are deaf, hard-of-hearing or speech disabled. Specially trained Communication Assistants complete all calls and stay on-line to relay messages electronically over a text telephone. Relay Missouri is available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed.

HOW DO YOU USE RELAY MISSOURI?

Call 7-1-1

7-1-1 is the statewide telephone relay number that connects standard (voice) telephone users with deaf, hard-of-hearing, and/or speech disabled people who use Text Telephones (TT).

Relay users can dial 7-1-1 to connect with Missouri Relay. This allows for more user-friendly access, particularly for less experienced relay users.

Placing The Call

A person who is deaf, hard-of-hearing, deaf-blind, or speech disabled uses a TT to type his/her conversation to a Communication Assistant (CA), who then reads the typed conversation to a hearing person. The CA relays the hearing person's spoken words by typing them back to the TT user.

What equipment is required?

The most common device used to make a relay call is a text telephone device that can be used together with a phone handset.

However, the equipment you need may vary depending upon the type of relay service you use. For more information on how to obtain a device in your area for your specific needs, please call the Missouri Assistive Technology Program:

1-800-647-8557 (voice)

1-800-647-8558 (TTY)

www.at.mo.gov

Billing preference

There is no charge for using Relay Missouri within your local calling area. Long distance call rates are determined by the carrier of choice.

Relay Missouri gives you a number of billing options when you place intrastate, interstate, or international calls.

Please notify the Communication Assistant of your preferred billing option: direct; collect; third party; local exchange carrier (LEC) calling card; other long distance calling card; or prepaid phone card.

The Public Service Commission oversees the administration of Relay Missouri, which was enacted through a 1990 Missouri law. It is funded by a surcharge of 13 cents a month (**effective Sept. 1, 2005**) per telephone access line in Missouri.

For more information



Created in 1913, the Missouri Public Service Commission (PSC) regulates investor-owned telecommunications, water and sewer, natural gas, electric and steam utilities. The PSC works to ensure that Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related problem that your utility provider cannot answer, please call the PSC at **1-800-392-4211** or visit our website at **www.psc.mo.gov**